

October 2020

**RE: {EXTENDED} Temporary Acceptance of Expired Identification Documents (United States)**

Dear Valued Agent:

We are writing to provide you with an update regarding a previously issued communication issued in July of 2020 regarding temporarily adjusting our minimum requirements for the acceptance of personal identification documents in the United States, specifically the expiration date to enable Western Union services for customers impacted by restrictions imposed by authorities to combat the COVID-19 pandemic.

Due to the social distancing and "safer-at-home" guidance issued by State Governors in response to the COVID-19 pandemic in the United States, several U.S. governmental offices and state Department of Motor Vehicles (DMV) offices remain limited on the ability to renew personal identification documents (e.g. driver's licenses, identification cards, etc.).

In response to this measure, and in alignment with the State Government Offices across the United States, Western Union will continue to temporarily allow the acceptance of expired personal identification documents dating back to **March 1, 2020** for send & receive money transfers in amounts up to \$2,999.99. These temporary measures will remain effective until **December 31, 2020**.

As a reminder, in order for the consumer's identification document to be considered valid and acceptable, it must continue to meet the following conditions:

- a. Government-issued
- b. Contains a photo of the customer
- c. Current/Non-Expired (*as of March 1, 2020*)

Western Union continues to monitor guidance from state & federal regulators, as well as the relevant government offices across the country, and will re-evaluate the need to extend this temporary measure after December 31, 2020. Should you have any questions regarding these important updates, please contact your Western Union sales or compliance representative.

Western Union Global Compliance